



POLICY AND PROCEDURE FOR VOLUNTARY FREEZING OF ONLINE ACCESS TO CLIENT'S TRADING ACCOUNT

This policy is in line with SEBI Circular no. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024 and Exchange circulars issued for voluntarily freezing of online access facility to the clients. Under the said facility offered by MJPS (Us/Our), a client (You/Your) will be able to raise a request to freeze / block and Unfreeze his trading online access. You can do so through below options:

MODES OF FREEZING

Method 1: Freezing via Tele Calling You can freeze your online access to trading account by calling our Phone number: (022 67378014) from your registered mobile number with us.

Method 2: Freezing via Email from registered e-mail ID You can freeze your online access to trading account also send E-mail to MJPS E-mail ID: stoptrade@mjpdirect.com.

Once a request has been received, the same will be processed by us as per below timelines:

Scenario	Timelines
Request received during the trading hours for: CM and F&O Segment – 09:00 – 15:30 HRS CD Segment – 08:45 – 17:00 HRS.	Within 15 minutes of the request placed by the client*
Request received after the trading hours for: CM and F&O Segment –15:30 – 09:00 HRS next day CD Segment – 17:00 – 08:45 HRS next day	Before the start of next trading session*

* Acknowledgement will be issued by way of tele calling /Email

Important Notes:

As soon as the account freeze request is received by MJPS. Below steps/actions will be initiated by us:

- This facility is available only for Active clients
- All open unexecuted orders / pending orders would be cancelled by the RMS
- No access to login will be available to the client. (Even for access of reports/statements)
- New orders can be placed only by way of calling centralized dealing desk.
- The online access freeze will not impact open position of the client, if any. However, open positions, if any will be communicated to the client within one hour of freezing / blocking of online access of the trading account.



UNFREEZING

Once your account details are successfully retrieved and secured, you can raise a request for Unfreeze by sending an email from your registered email address to dp@mjpgdirect.com or call on 022 67378014/8015. where the Executive will guide you on same. Re-activation/Unfreezing request will be accepted by MJPSS only post adequate due diligence have been carried out which would include but not limit to the below required documents form clients:

- PAN Card
- Registered Permanent Address with Pin code
- Registered Mobile Number
- Registered Email ID
- Date of Birth
- Registered Bank Account Number.

On successful verification, validation and due diligence, MJPSS would process your request for unfreeze within 3 working days of the receipt of the complete set documentation.

Once your account is Unfrozen and Active for online access – an Email will be sent to you in confirmation of your activation status of online access and future login to portal for trading purposes.